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HOUSE MEMORIAL 46

**49TH LEGISLATURE - STATE OF NEW MEXICO - FIRST SESSION, 2009**

INTRODUCED BY

Thomas A. Anderson

A MEMORIAL

REQUESTING THE MOTOR VEHICLE DIVISION TO STUDY ACCOMMODATIONS FOR PERSONS WITH DISABILITIES AND PERSONS WHO ARE ELDERLY AT MOTOR VEHICLE DIVISION OFFICES.

WHEREAS, offices of the motor vehicle division of the taxation and revenue department are required to meet standards for accessibility established by the Americans with Disabilities Act of 1990; and

WHEREAS, even though the motor vehicle division offices may meet minimum requirements for persons with disabilities or persons who are elderly, they remain confusing and difficult to navigate; and

WHEREAS, the "take-a-number-and-wait" system used in some motor vehicle division offices is confusing to persons more accustomed to the first-come, first-served model and who may

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1 believe that some other customers are unfairly jumping ahead of  
2 them; and

3 WHEREAS, some persons respond best to, and trust  
4 information given by, a knowledgeable person instead of signs  
5 and other written instructions that are difficult to follow;  
6 and

7 WHEREAS, persons who use a walker or a wheelchair and are  
8 confronted with counters made for people who can stand closer  
9 to the counter may have a difficult time conversing with motor  
10 vehicle division staff; and

11 WHEREAS, the long wait times at many motor vehicle  
12 division offices are especially difficult for those who are  
13 less mobile, who may have to pay a driver to wait with them or  
14 who may not be able to withstand long waiting lines; and

15 WHEREAS, some motor vehicle division staff members may  
16 become impatient with persons whose hearing is not perfect  
17 instead of asking those persons whether they need an  
18 accommodation for their hearing loss;

19 NOW, THEREFORE, BE IT RESOLVED BY THE HOUSE OF  
20 REPRESENTATIVES OF THE STATE OF NEW MEXICO that the motor  
21 vehicle division of the taxation and revenue department be  
22 requested to study what accommodations would be useful for the  
23 public and what accommodations the department can make in  
24 response to those needs; and

25 BE IT FURTHER RESOLVED THAT copies of this memorial be

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1 transmitted to the secretary of taxation and revenue and the  
2 chairs of the appropriate interim legislative committees.

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